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# Example of Certification Analyst Job Description

Our growing company is searching for experienced candidates for the position of certification analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for certification analyst

* Coordinate Certification Review activities
* In-depth analysis of system functions and operational procedures for compliance with CMS Certification requirements
* Review Vendor/ Fiscal Agent deliverables
* Coordinate with the State SME’s to draft “as-is” and “to-be” business process models and other artifacts
* Participate in various aspects of the systems development lifecycle process
* Meet with internal with department program staff, systems developers, and management
* Contact with external entities including vendors, consultants, and others will also occur
* Work is performed under the supervision of the Certification Lead
* Leads GSC efficiency and effectiveness programs and GSC projects
* Consults management team to drive business results

## Qualifications for certification analyst

* Experienced telephone etiquette skills and excellent verbal and written communication skills with emphasis in customer service, including experience handling difficult customers and conflict resolution
* Ability to work independently and interact effectively with internal and external contacts (Account Management, Deployment Team, Solutions Architect, Employees, and Vendors) ability to handle several projects simultaneously, either individually or in a team setting
* Ability to travel to customer locations (access to reliable transportation) and to receive calls during the normal business day and after hours
* Work with members of various responsible groups such as the Product Development, Finance, Customer Support, Supplier Readiness teams, to facilitate their awareness, obtain their commitments to and track progress against certification related deliverables
* You have good knowledge of business drivers such as the financial and schedule aspects of a major development program, terminology and legal interpretation of contracts
* Further Education Qualification in Business/Sciences/Finance or related discipline